



June 16, 2014
Announcement 754

“Authorization Status” and “Decision” Column Removed from Provider Web Portal Online System

On June 16, 2014, the Provider Web Portal online prior authorization system was updated to remove the “Authorization Status” from the View Authorization Status search options. This was done because prior authorization requests can have multiple service lines that often have different statuses, so this search was not always able to locate the desired prior authorization request.

Before:

View Authorization Status

Prospective Authorizations Search Options

Enter at least one of the following fields to search for an authorization.

Authorization Information

Authorization Tracking Number

Authorization Status

Select a Day Range or specify a Service Date

Day Range OR Service Date

Member Information

After:

View Authorization Status

Prospective Authorizations Search Options

Enter at least one of the following fields to search for an authorization.

Authorization Information

Authorization Tracking Number

Select a Day Range or specify a Service Date

Day Range OR Service Date

Member Information

In addition, the “Decision” column was removed from the Prior Authorization Search results.

Before:

Authorization Tracking Number	Service Date	Decision	Recipient Name	Recipient ID	Authorization Type	Requesting Provider	Servicing Provider
20000208729	11/05/2013	Pended			Ancillary (DME, Lab, Diagnostics)	UNIVERSAL MOBILITY	UNIVERSAL MOBILITY

After:

Authorization Tracking Number	Service Date	Recipient Name	Recipient ID	Authorization Type	Requesting Provider	Servicing Provider
20000208547	05/20/2014			M/S Outpatient/Lab		

Please click on the “Authorization Tracking Number” link to view the status of all the detail lines of the prior authorization.